

EX PARTE OR LATE FILED



**James W. Spurlock**  
Government Affairs Director

Suite 1000  
1120 20th Street, NW  
Washington, DC 20036  
202 457-3878  
FAX 202 457-2545

January 22, 1997

Mr. William F. Caton  
Acting Secretary  
Federal Communications Commission  
1919 M Street, NW - Room 222  
Washington, DC 20554

**RECEIVED**  
**JAN 22 1997**  
Federal Communications Commission  
Office of Secretary

RE: Ex Parte Presentation  
CC Docket: 92-105

Use of N11 Codes and Other Abbreviated Dialing Arrangements

Dear Mr. Caton:

On Wednesday, January 22, 1997, I provided and discussed the attached materials with Kathleen Levitz, Deputy Chief of the Common Carrier Bureau; Geraldine Matisse, Chief, Network Services Division; and Elizabeth Nightingale, Network Services Division in connection with the above-captioned dockets.

Two copies of this Notice are being submitted to the Secretary of the FCC in accordance with Section 1.1206(a)(1) of the Commission's rules.

Sincerely,

A handwritten signature in cursive script, appearing to read "J. Spurlock".

Attachments (3)

cc: K. Levitz  
G. Matisse  
E. Nightingale

No. of Copies rec'd  
List ABCDE

D+2

3 January 97

To: Barry H. Luke  
From: Sgt. Nelson A. Herrman  
Subject: 311 Statistical information

Following is per your request.

9-1-1 call volume

October 1995 103,693  
October 1996 82,468  
decrease 21,225  
pct change -20.46 %

Nov. 1995 86,065  
Nov. 1996 66,384  
decrease 19,681  
pct change -22.87 %

Dec. 1995 81,586  
Dec. 1996 68,912  
decrease 12,674  
pct change -15.53 %

The average "wait" time between calls over all shifts was 73 seconds before 311. Since 311, it has averaged 135 seconds.

The average percentage of time that 911 operators were busy while manning queue before 311 was 58 %; since 311 began the time has been reduced to 43 %.

The "Service Level" percentage is a measurement of system efficiency based upon several different performance objectives. Prior to 311 it averaged 79 %; since 311 it has risen to 93 % on average.

Our overall performance in 911 has been greatly improved since implementing the 311 service.

Dispatch of radio cars has also seen a decrease. October was down 11.3 %, November was down 9.2 % and December was down 4.0 %.

(Dispatch)

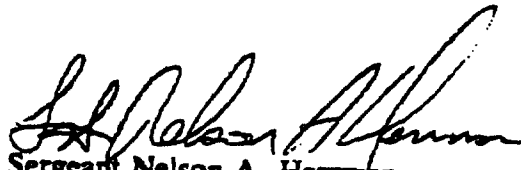
<u>OCT 95</u> 89,528	<u>OCT 96</u> 79,372	-10,156	-11.3 %
<u>NOV 95</u> 75,278	<u>NOV 96</u> 68,351	-6,927	-9.2 %
<u>Dec 95</u> 71,832	<u>Dec 96</u> 68,966	-2,866	-4.0 %

We are still on a learning curve as to the 311 operation and I am confident that the impact 311 has on the 911 service will be greater as time proceeds.

As to transferring "emergency" calls from 311 to 911, we do not permit this type of transfer. The 311 positions are manned by Police Officers and the positions are equipped to handle any type call as efficiently as 911. The 311 operator (police officer) who receives a emergency call will enter same for dispatch into our CAD system and handle the call without any transfer. To my knowledge there have not been any problems associated with this procedure. The public has demonstrated a good sense of determining what is an emergency and what isn't an emergency. During a recent Friday involving terrible storms, 39% of our call volume came in on 311 lines.

The public education has certainly been good and we will be escalating this in the near future. The motto, "if you have an urgency, but not an emergency...dial 311", has been a good promotional item. We feel it is important that the public understand that just because they are dialing a non emergency number, doesn't mean we don't care.

I hope the above data will suffice for your next meeting.

  
Sergeant Nelson A. Herrman  
911/311 Systems Administrator

01/08/97

10:30

8410 396 2289

Balto City P D

004

**311 NON EMERGENCY CALL VOLUME REPORT****DATE: 2 OCT THRU 31 DEC 96**

		<b>PERCENT OF 311 CALLS</b>	<b>PERCENT OF ALL CALLS</b>
<b>98,008</b>	<b>DIRECT DIALED 311 CALLS FROM CITIZENS</b>	<b>73.91</b>	<b>24.26</b>
<b>13,046</b>	<b>CALLS TRANSFERRED FROM 911 TO 311 FOR HANDLING</b>	<b>9.84</b>	<b>3.23</b>
<b>20,097</b>	<b>CALLS FROM POLICE CENTREX LINES TO 311</b>	<b>15.16</b>	<b>4.98</b>
<b>1,422</b>	<b>685-DRUG CALLS</b>	<b>1.07</b>	<b>0.35</b>
<b>32</b>	<b>685-GUNS CALLS</b>	<b>0.02</b>	<b>0.01</b>

**132,605 TOTAL CALLS HANDLED BY 311 PERSONNEL****32.83****271,336 TOTAL CALLS HANDLED BY 911 PERSONNEL****67.17****403,941 TOTAL CALLS HANDLED BY 311/911 PERSONNEL****32.8 PERCENT OF DAILY CALLS HANDLED BY 311****67.2 PERCENT OF DAILY CALLS HANDLED BY 911****SGT.NELSON A. HERRMAN  
911/311 SYSTEM ADMINISTRATOR**